MISSION

The NTBO will provide a Customer Support Center for telemedicine operations within the Navy and Marine Corps. This Center will assist operational medicine and TRICARE providers in identifying requirements and recommending strategies that improve operations while leveraging best business practices. The NTBO will synchronize the best use of telemedicine technologies and clinical services to provide an integrated, end-to-end telemedicine solution in support of the Fleet, Fleet Marine Force and TRICARE medical/dental treatment facilities.

The NTBO will provide the following services:

- **CLINICAL NEEDS ASSESSMENT**: Proactively help our customers determine and assess their telemedicine needs and help establish clinical guidelines to meet the needs.

- **VALIDATED REQUIREMENTS**: Actively consolidate our customers' needs into clear, integrated functional requirements in coordination with Theater Medical Information Program and TRICARE.

- **TECHNOLOGY ASSESSMENT**: Provide guidelines for translating validated requirements into the proven information technology and re-engineered business solutions.

- **STANDARDIZED BEST PRACTICES**: Assist our customers in optimizing proven clinical services and technical solutions to make better local decisions. Ensure system end-to-end interoperability across the Military Health System network.

- **TECHNICAL SUPPORT**: Provide technical support to our customers for recommended digital technologies used in telemedicine applications.

- **LIAISON AND MARKETING**: Increase awareness and accessibility as a consultant in naval telemedicine. Coordinate telemedicine across the enterprise as well as with the other military Services and federal agencies.

VISION

Our team will lead the advancement of telemedicine capabilities in the Navy and Marine Corps to enhance our customers' ability to accomplish their mission. The NTBO aims to be the centralized support hub for naval telemedicine.

Naval Telemedicine Enterprise Three-Tiered Architecture Concept
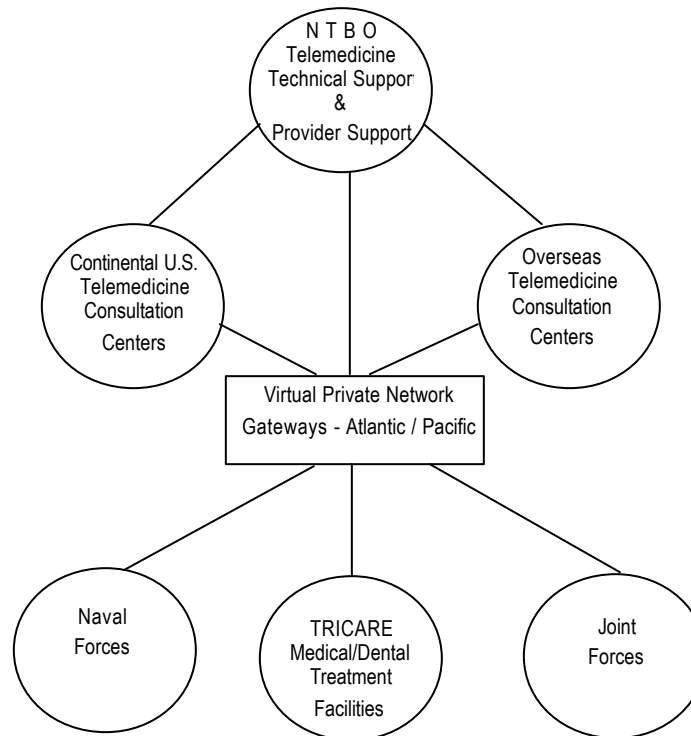
GOAL AND OBJECTIVES

We will champion the TRICARE and operational telemedicine requirements in support of DoD beneficiary healthcare and Force Health Protection.

- Identify and/or develop clinical pathways, clinical protocols and technical guidelines and standards for naval telemedicine.

- Commence the development of the Global Telemedicine Consultation System.

- Coordinate telemedicine activities between NMIMC, the TRICARE regions and operational medicine units.

- Increase awareness and accessibility to Navy Medicine's Telemedicine Program.

Real World Telemedicine

Malignant Melanoma
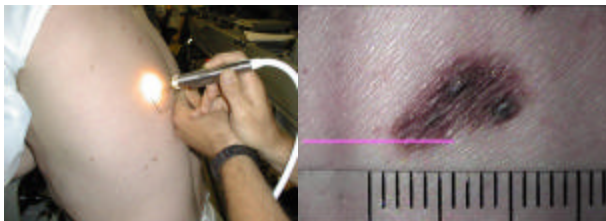
Basal Cell Carcinoma   Pterygium

Vocal Cord   X-Ray Right Hand

Naval Medical Information Management Center
8901 Wisconsin Avenue, Building 27
Bethesda, Maryland 20889-5605
Public access: http://navmedinfo.med.navy.mil
Navy Medicine access: http://imcenter.med.navy.mil

POINTS OF CONTACT

Operational Medicine and Joint Support (OMJS) Directorate - NTBO

OMJS/NTBO Office: (301) 319-1062
NTBO Web Address:
http://navmedinfo.med.navy.mil/ntbo

Director, Operational Medicine and Joint Support
NMIMC Code 02
CDR J. W. Karitis, DC, USN
(301) 319-1287
email: jwkaritis@us.med.navy.mil

Deputy, Operational Medicine and Joint Support
NMIMC Code 02
Mr. Jeffrey L. Howell
(301) 319-1234
email: jlhowell@us.med.navy.mil

Head, Naval Telemedicine Business Office
NMIMC Code 21
CAPT P Jan Chandler, MC, USN
(301) 319-1327
email: pjchandler@us.med.navy.mil

Telemedicine Technical Support Center (Telemedicine Help Desk)

24 x 7 Help Desk for Telemedicine Support

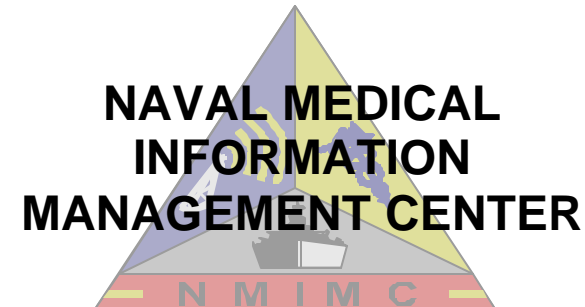To speak to a Telemedicine Technical Support Help Desk representative:

Urgent calls after hours (24 hours a day):
(240) 354-3949, (240) 601-6304 or (240) 604-2184

Routine calls **Monday through Friday 0730-1700 Eastern Time** (301) 319-1366

NAVAL MEDICAL INFORMATION MANAGEMENT CENTER

NAVAL TELMEDICINE BUSINESS OFFICE (NTBO)

Telemedicine is the business practice of delivering health services by exchanging clinical information between distant locations to facilitate clinical diagnosis, treatment, or expedited patient referral.

Improving healthcare for our customers through Information Management